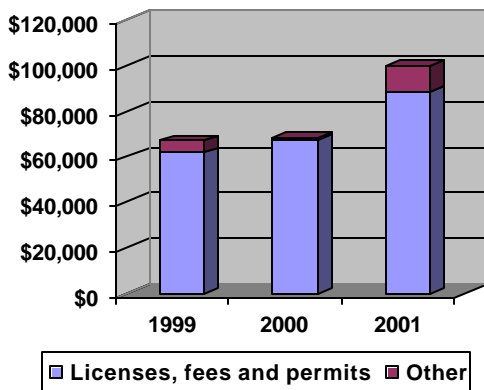


Arizona Board of Dispensing Opticians

Services: The Arizona Board of Dispensing Opticians is responsible for helping to ensure the competency of licensed dispensing opticians and for helping to protect the public’s visual health. To fulfill its responsibilities, the Board performs the following services: **1) conducts licensing examinations; 2) issues and renews dispensing optician and optical establishment licenses; 3) ensures licensed opticians comply with continuing education requirements; 4) investigates and resolves complaints relating to such things as substandard care and failure to comply with licensing requirements; and 5) provides consumer information to the public.**

Revenue: \$100,100
(fiscal year 2001)



The Board receives no General Fund monies. Revenues are primarily derived from license and examination fees. Ten percent of Board revenues are remitted to the State General Fund.

Personnel: One full-time executive director. The Board consists of seven members who serve five-year terms:

- Five licensed dispensing opticians who are in good standing with the Board; and
- Two public members.

Equipment: In addition to standard office equipment, the Board owns specialty equipment used in administering its practical licensing examination, including:

- 5 lensometers (\$3,554)
- 4 vertometers (\$3,780)
- 5 dispensing stools (\$250)
- 3 dispensing tables (\$360)
- 2 magnifiers (\$164)
- 2 radiuscopes (\$2,852)
- 1 pupilometer (\$497)
- 1 keratometer (\$755)



Vertometer



Mission:

“To protect the visual health of the citizens of Arizona by regulating and maintaining standards of practice in the field of opticianry.”

Facilities: The Board leases office space in a state-owned building located at 1400 W. Washington in Phoenix, and its meetings are held in the same building.

**Program Goals
(Fiscal Year 2001-2002):**

1. To ensure high standards of professional and ethical conduct in the field of opticianry through efficient processing of examination, establishment, and optician license applications and administration of the State Board of Practical Examination.
2. To investigate and adjudicate consumer- and Board-initiated complaints in accordance with statutes and rules in order to protect the public from incompetent services and unprofessional and unethical conduct.
3. To better protect the public through the administration of a continuing education requirement in order to upgrade the profession of opticianry in accordance with the Board's mandate.

Adequacy of Performance Measures:

Although the Board's three goals appear to be reasonably aligned with its mission, auditors identified some problems with the Board's performance measures:

- The Board lacks some of the performance measures recommended by the Governor's Office of Strategic Planning and Budgeting, such as the total number of individuals and establishments licensed; total number of licenses revoked or suspended; percentage of licensees with disciplinary actions; and percentage of applicants or license holders reporting very good or excellent service.
- Some of the Board's reported information appears to be inaccurate or incorrect for some reporting years. For example, the Board reports that it received 26 complaints in fiscal year 2000, but the database indicates that 23 complaints were received. The Board's performance measures also report 5 disciplinary actions taken in fiscal year 1999, but according to the database, there were 3.